

NATIONAL WEATHER SERVICE POLICY DIRECTIVE 30-21

NOVEMBER 12, 2004

Maintenance, Logistics, and Facilities

SYSTEMS MAINTENANCE

NOTICE: This publication is available at: <http://www.nws.noaa.gov/directives/>.

OPR: W/OPS1 (M. Paese)

Certified by: W/OPS (J. McNulty)

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SUMMARY OF REVISIONS: This policy directive supersedes NWSPD 30-21, "Systems Maintenance," dated August 14, 2002 and includes installation activities and software as a separate element of operational systems.

1. The National Weather Service (NWS) must properly maintain operational systems, equipment, and software to meet operational needs. This policy directive governs operational NWS systems, equipment, and software installation and maintenance activities.
2. The objective of the NWS Systems Maintenance program is to ensure NWS systems, equipment, and software are installed and maintained in an effective, safe, and secure manner to meet operational needs over the systems or equipment life cycles.
3. This directive establishes the following authorities and responsibilities:
 - 3.1 The Assistant Administrator (AA) for Weather Services is responsible for the overall implementation of the NWS Systems Maintenance program.
 - 3.2 The Director of Operational Systems (OPS) is responsible for preparing procedural directives implementing policy; providing systems life-cycle integrated maintenance and logistic support planning; operating NWS National Reconditioning Center; providing technical assistance to the regions and field offices; managing national contracts for equipment, systems, software development, configuration management, and support services; establishing technical training goals and requirements; preparing and monitoring maintenance staffing plans and budgets; developing system, equipment and software deployment, installation, and reporting completion of installation, and maintenance reporting guidelines; and evaluating performance and effectiveness of the Systems Maintenance program.
 - 3.3 The National Weather Service Regional Directors are responsible for ensuring field offices within their region are organized, trained, and equipped to fulfill the Systems Maintenance program requirements. The NWS regional Systems Operations Divisions are responsible for implementing the Systems Maintenance program within their region; providing region-specific guidance to field offices on Systems Maintenance program policy and

requirements; developing supplements to procedural directives; overseeing regional engineering quality program; and evaluating performance and effectiveness of the Systems Maintenance program within their region.

3.4 Field offices are responsible for satisfying the Systems Maintenance program requirements for all systems within their office's area of responsibility. The meteorologists-in-charge at Weather Forecast Offices and in coordination with hydrologists-in-charge at River Forecast Centers and Geophysicists-in-Charge at Tsunami Warning Centers are responsible for managing the Systems Maintenance program including establishing equipment restoration priorities, ensuring timely and accurate submission of required installation and maintenance reports, and evaluating performance and effectiveness of the Systems Maintenance program at their offices.

3.5 National Centers for Environmental Prediction (NCEP) are responsible for ensuring their centers are organized, trained, and equipped to fulfill applicable Systems Maintenance program requirements. NCEP are responsible for evaluating performance and effectiveness of the Systems Maintenance program at their centers.

4. To measure compliance with this policy directive, all levels of authority will routinely analyze how effectively they have satisfied the Systems Maintenance program requirements. All operating units will review and monitor systems maintenance activity, operational availability, and reliability reports.

5. This policy directive is supported by the references listed in Attachment 1.

signed by October 29, 2004
Brigadier General David L. Johnson, USAF, Ret. Date
Assistant Administrator for Weather Services

Attachment A

GLOSSARY OF REFERENCES

NWS Instruction 30-2101, *Systems Maintenance Management*
NWS Instruction 30-2104, *Maintenance Data Documentation*
NWS Instruction 30-2106, *Radar Maintenance*
NWS Instruction 30-2107, *NOAA Weather Radio Maintenance*
NWS Instruction 30-2108, *Surface Equipment Maintenance*
NWS Instruction 30-2109, *Aerological Sounding Equipment Maintenance*
NWS Instruction 30-2110, *Hydrologic Maintenance*
NWS Instruction 30-2111, *ASOS Maintenance*
NWS Instruction 30-2112, *Reporting Systems, Equipment, and Communication Outages*
NWS Instruction 30-2113, *AWIPS Maintenance*
NWS Instruction 30-2114, *Console Replacement System (CRS) Equipment Maintenance*
NWS Policy Directive 30-22, *Technical Orders*